

**SSI Milwaukee County Advisory Committee  
May 4, 2005 Meeting Summary**

**Organization Represented**

Abri Health Plan

ANew

APS

Community Advocates

Consumer Satisfaction Team

Great Lakes Hemophilia Foundation

iCare

Independence First

Legal Aid

Managed Health Services

Metastar

Milwaukee County Behavioral Health

People First of Wisconsin

SEDA

Society's Assets, Inc.

TLS

United HealthCare

Warmline

Wisconsin DHFS

**Attendee**

Julie Barbieri

Ron Scasny

Ruth Ryshke

Sue Schlondrop

Bruce Christiansen

Ruthanne Landsness

Erin Quandt

Ben Woilman

Janet Malmon

David Linney

Joyce Binder

Debra Davis

Bill Jensen

Pat Jerominski

Karen Avery

Bob Driscoll

Denise Johnson

Ginger Reimer

Paula Lorant

Sandra Szabo

Sandi Tunis

Jennifer Winter

Sherrel Walker

Judy Moehr

John Prestby

Cynthia Bentley

Deanna Janssen

Bruce Nelsen

Bob Wrenn

Wendy Collins

Monia Fowlkes

Lyn Malofsky

David Beckfield

Angela Dombrowicki

Mary Laughlin

Sandy Mahkorn

Janice Sieber

David Woldseth

Angela Dombrowicki, Director of the Bureau of Managed Health Care Programs (BMHCP), called the meeting to order at 9:39 a.m. She welcomed participants and asked everyone to introduce themselves since the membership of the body changes somewhat as the expansion moves forward.

Janice Sieber from the BMHCP and Kathy Kaelin from Automated Health Services reported the progress of the enrollment process and led a discussion. Ms. Sieber told the advisory committee that monthly statistics are available on the Web page and may differ slightly from the numbers she provided due to the timing of the reports. She reported the total for March was 6,101 (iCare only); in April, the number was 6,248 with 355 being new; and, in May, the number was 7,192 with 1,109 being new.

Ms. Kaelin reviewed a number of statistics that Automated had collected including how many forms had been processed and how many requests for translation assistance had been made. Informal staff feedback has shown that participants have mixed reactions, and that those who have been auto-assigned are the most likely to call. Auto-assignments are distributed equally among the four participants. She also offered that Automated is ready and able to do presentations and outreach when asked.

At the request of Cindy Bentley, the Advisory Committee held a moment of silence for Ramon Wagner, a founder of Community Advocates. Shirin Cabraal offered a brief tribute. Wisconsin has lost one of its most committed advocates.

Dr. Sandra Mahkorn presented the quality indicators that the Quality Assurance Workgroup has been considering, reviewing, and approving. She commended the committee for the work it has done in a rather short time. She talked about how the indicators need to be population-relevant and about the various data sources that the workgroup intends to use. Dr. Mahkorn spoke about a few indicators under each of five goals: health, access and comprehensiveness, continuity and coordination of care, member rights and input, and member satisfaction.

Dr. Bruce Christiansen said APS would be conducting a CAHPS survey this summer to get a baseline figure. The survey was suggested by a member of the workgroup, and DHFS will fund the survey. With solid baselines, the workgroup and the advisory committee will be able to monitor the data and look for trends. Ms. Dombrowicki also stated her hope that the committee will review the data at future meetings. A member asked if data would be collected on disenrollments. Although it was not included in the materials, the co-chairs stated this was an oversight, but that data would be collected.

Angela Dombrowicki told the advisory committee that there would be a Medicaid and Badger Care HMO best practices symposium on May 12 where performance improvement studies will be presented by various HMOs.

Jennifer Peters reported on a meeting between the county mental health agencies and the MCOs. The group will continue to meet to develop processes between the MCOs and the mental health and substance abuse organizations. Both sides want seamless, effective treatment. They next plan to meet May 25 from 9 a.m. to 1 p.m., and members are encouraged to contact Ms. Peters if they are interested in participating.

David Beckfield reported on rates. The Bureau will soon meet with the actuaries and begin to develop new rates for next year. Rate meetings will be scheduled as needed.

Angela Dombrowicki provided a handout, based on federal law, as to what MCOs can and cannot do in terms of marketing. Potential enrollees should always be referred to Automated Health Systems for enrollment counseling. Ms. Dombrowicki announced that the external advocate procurement process had begun and we hope that the July meeting will include an introduction of the successful bidder.

The four internal advocates for participating MCOs introduced themselves and talked a bit about their background and experience. The four are:

- Julie Barbieri (Abri), [advocate@abrihealthplan.com](mailto:advocate@abrihealthplan.com), (262) 834-1136;
- Debra Davis (iCare), [ddavis@icare-wi.org](mailto:ddavis@icare-wi.org), (414) 231-1075;
- Sandra Szabo (MHS), [sszabo@centene.com](mailto:sszabo@centene.com), (414) 345-4600;
- and Wendy Collins (UHC), [wendy\\_d\\_blue@uhc.com](mailto:wendy_d_blue@uhc.com), (414) 443-4177.

Representatives from the four participating MCOs (Ron Scasny- Abri, Bill Jensen- iCare, Sandi Tunis- MHS, and Kathy Ellithorpe- UHC) each spoke about the early successes of the program and early lessons learned.

Angela Dombrowicki reminded the advisory committee that they will next meet on Wednesday, July 13, again at the Italian Community Center. Ms. Dombrowicki asked the members to think about whether there should be a third public forum on enrollment after the external advocate contract has been awarded. She will seek suggestions for the next public meeting.

Meeting was adjourned at 12:14 p.m.

Respectfully submitted,

David A. Woldseth  
BMHCP